

FIRE PREVENTION PRACTICE #1.8

August 20, 1997

TO: All Fire Prevention Personnel
FROM: Fire Marshal Steven Zaccard
SUBJECT: **USE OF CITY-OWNED CELLULAR TELEPHONES**

1. **City-owned cellular telephones will not be used to make personal calls.**
2. Personal phone calls of an emergency nature can be received. Reimbursement will be required.
3. Inspectors should not give out their cellular telephone number for customers to call them. Inspectors can use the cellular telephone to call customers, directly, if needed.
4. ~~The Fire Marshal is responsible for reviewing cellular telephone invoices to insure conformance with these procedures.~~

cc: Gary Trudeau

Issued: 1/19/94
Revised: 8/20/97

TO: All Fire Prevention Staff

FROM: Fire Marshal Steven Zaccard

DATE: January 28, 1994

RE: **Cellular Telephones**

Now that the cellular telephones have been handed out I'd like to tie up a few loose ends for the sake of communications.

The cellular telephones are for business communications, so please use them to improve communication with the office and to your customers. Use them to call your customers but do not give out your number for anyone to call you. These city-owned cellular telephones are not for personal use. Please refer to Fire Prevention Practice #1.8 for further guidelines on the use of these cellular telephones.

Fire Prevention's telephones are equipped with voice mail. If the telephone is turned off or not answered when a call comes in, the caller will be asked to leave a message. This is particularly important to the support staff to understand. If a cellular telephone is called but not answered, leave a message and wait for a return call. This is essentially like paging.

Inspectors are to have their cellular telephones with them at all times and powered up. The only time I can identify when you should turn them off during work is when you are in court. Otherwise, let them ring, and if you can't answer at the moment, let the caller leave you a message. Then check your messages, preferably by land-line if possible.

If you have questions about the operation of the telephones, ask another inspector who might know the answer. After we get some experience with them we may need to modify our guidelines so keep me informed of your bad - and good - experiences.

Finally, please keep in mind that the City of Saint Paul in general, and the fire department in particular, has to pay for every minute of air time you use. The rate is ten(10) cents a minute off peak and twenty-three(23) cents a minute for peak time. All of your calls will be on peak time so the cost will add up fast. The point is, use them for business to improve customer service and your efficiency, but use them responsibly, too. Thank you.

cc: Gary Trudeau